

Case Manager, London Sept 25 – Job Pack

Job title:	Case Manager x2
Department:	Client Services, London-Wide Services
Reporting to:	Case Management Team Manager
Salary:	£43,454 per annum
Hours:	35 per week – worked flexibly
Location:	London – specifically at the Christmas Centres over the key Crisis at Christmas period and based at the London Skylight in Tower Hamlets at other times
Contract type:	x1 Permanent and 1x FTC until Oct 2026

Aims and influence

- To provide a short-term housing led approach for people experiencing homelessness including those in temporary and emergency accommodation, facilitating access to more stable accommodation where they can access appropriate resettlement and wider support to end their homelessness.
- To support guests of the Christmas at Crisis project both during the project and afterwards to access accommodation and relevant services
- To deliver person centred work; having an understanding of the problems of resettlement for former rough sleepers, basing decisions and developing a plan which prioritises their goals and priorities
- Use agreed case management systems and tools to help clients see the progress they are making and maintain records
- Offer high quality information, advice and guidance on appropriate services and support (internal and external to Crisis) to clients

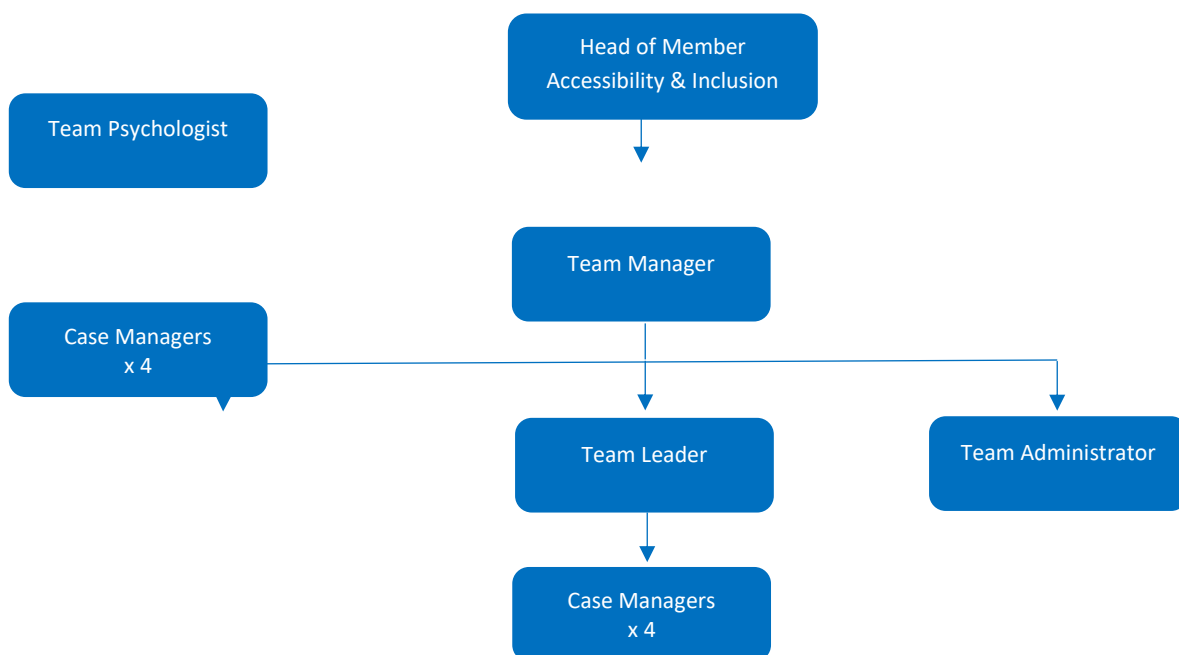
Financial and supervisory

- Working within agreed budgets
- You may be required to support volunteers

Other key details

- A significant degree of flexibility is required in delivering the service to meet clients' needs; some evening and weekend work will be required and time of in lieu will be given in accordance with Crisis TOIL policy, where outside of agreed working pattern.
- The role will be required to work flexible hours to respond to the fluctuating nature of the demands on the service and team members. This will include working across our London based Crisis at Christmas project.
- The project is outreach focused and is delivered in a variety of settings across London, so a willingness to travel is essential
- Up to four days per week working from home may be considered in line with Crisis' homeworking policy
- The role involves working with vulnerable adults and young people and so a satisfactory enhanced disclosure from the Disclosure and Barring Service is required

Organisational chart



Please note structure is subject to change

Job responsibilities

- Establish open and trusting relationships with people who are/have been living on the streets or in temporary/insecure accommodation.

Team Manager - Case Management, Christmas, London, Feb 2022 – Job Pack

- Support clients to identify and achieve their goals and outcomes through intensive case management
- Conduct initial assessments and ongoing reviews of clients' needs, options and opportunities looking to develop relationships which help them meet their goals
- Support clients to access appropriate housing and external services
- Identify and develop good working relationships with statutory and other organisations which enable the member to achieve their goals within the community
- Where needed, undertake advocacy on behalf of clients to enable them to access external provision.
- Actively participate in achieving defined outcomes for clients
- Be responsible for the identification of risks and demonstrate you are managing the risks for yourself, colleagues and clients
- Accurately record data and monitor progress of each client, including hard outcomes achieved
- Keep abreast of current housing legislation, welfare benefit legislations and information relevant to successful support and move on of clients
- Implement existing policies and procedures and input into the development of new policies and procedures
- Contribute to regular reports on the service as required
- Provide temporary cover for colleagues as required

Monitoring and Evaluation

- Fully engage with the monitoring and evaluation process by collecting the relevant information, updating records on the case management system and liaising with other relevant staff to avoid duplication
- Ensure that client feedback is recorded and where appropriate, acted upon, including supporting clients seeking to make a complaint through the formal complaints process

Contribution to the team

- Contribute to the continuing development of the service by contributing ideas for activity and service innovation.
- Ensure that any safeguarding concerns are identified and reported in line with Crisis' procedures

General responsibilities

- Actively encourage and support member involvement within Crisis
- Develop an understanding of homelessness and Crisis' aims
- Follow Crisis policies and procedures, including safeguarding and health and safety

- Carry out other reasonable duties that may be required

Person Specification

Essential

- 1 Demonstrable track record of successfully using coaching and IAG with people who have experienced homelessness, social exclusion or similar disadvantage.
- 2 Experience of working with people who have complex needs using strengths-based approaches
- 3 Knowledge of the issues affecting people experiencing homelessness, including relevant homelessness legislation and welfare benefits.
- 4 Knowledge of psychologically informed approaches and ability to reflect on own practice
- 5 Ability to conduct initial assessments with clients, formulate actions plans, and undertake regular reviews to ensure progress towards goals
- 6 Demonstrable experience of networking and securing access to appropriate specialist support services for clients, with the ability to advocate wherever necessary
- 7 Strong team player who is driven to work within a team, whilst also able to work on own initiative
- 8 Highly skilled communicator and with strong interpersonal skills, able to deliver support in person and remotely
- 9 Organised and able to deal with conflicting priorities whilst keeping track of individual progress against time limited goals
- 10 Knowledge of and ability to comply with H&S, including adherence to lone working, dynamic risk assessment, and safeguarding procedures
- 11 Proficient in the use of Microsoft Office packages and experience of data entry using a case management system
- 12 Willingness to travel within London and work flexibly as required
- 13 Commitment to Crisis' purpose and values including equality and social inclusion

Supporting your application

Thank you for your interest in working for Crisis.

Before you apply, please take a moment to read through the frequently asked questions below which are designed to support your application and help you understand our recruitment processes.

The person specification requires a qualification or experience that I do not have. Is it still worth me applying?

The person specification has the key knowledge, skills, experience or behaviours needed to carry out the job successfully and you will be scored based on any information you provide. If you don't quite meet the criteria, for example if you have an understanding of something rather than experience of doing it yourself, you may still pick up points for explaining your understanding or how you might approach it. However, some of the person specification points, for example specific qualifications, are critical to the role so if you don't meet those requirements, you are unlikely to be shortlisted.

Can I apply by sending my CV?

Occasionally we accept CVs and a covering letter but only if this is requested in the advert for the post. We don't accept speculative applications or hold CVs on file.

What should I do if I can't complete an online application?

If you would like to apply in a different format, for example in a Word document, because you are unable to use the online process, please contact the Recruitment Team jobs@crisis.org.uk It is helpful if you provide details of your requirements or suggestions about how we might best support you to apply so that we're able to consider alternatives.

Does Crisis use Artificial Intelligence (AI) technology for shortlisting?

Crisis does not use AI technology for shortlisting applications or throughout our recruitment process.

Can I use Artificial Intelligence (AI) technology for my application?

We strongly discourage applicants from using AI technology at any stage of the recruitment process. This is so we can run a fair, transparent process which gives all applicants an equitable chance of success. We want to hear about your own experience and perspectives in your application and if shortlisted, during the interview too.

How can I maximise my chance of being shortlisted?

It is important that you complete all sections of the online application form to ensure that the recruiting panel understand your interests, skills, behaviours, knowledge and experience.

Shortlisting is mostly based on the information you provide in the assessment form section.

A strong application will also be in line with the **Crisis Values** that you can find on our website.

Please note! If you don't provide full responses against the person specification points, the panel won't be able to score your application fully and it will be unlikely there is enough information for you to be shortlisted.

How quickly will I know if I have been shortlisted?

Every recruitment campaign will be different depending on how quickly the shortlisting panel can review applications but if you have not been shortlisted, you will receive an email from us confirming that.

If I am not shortlisted, can I get feedback on my application?

Unfortunately, we are not able to offer feedback on your application if you are not shortlisted for interview.

Can I get feedback after my interview?

We appreciate that information about where you did well or less well can be useful, so if you are not successful following interview we are able to provide feedback.

Will you notify me of future vacancies?

Once you have registered via Crisis Jobs Online, you can sign up to receive notifications of new vacancies based on the criteria you select. We also recommend that you check our website regularly for details of new vacancies.

I recently applied for a role and was not successful, but have seen the role re-advertised. Is it worth me applying again?

If the gap between advertising has been short, we would normally advise that candidates need not apply again, unless you have re-written and enhanced your application. Some examples might be that you have strengthened your examples using the STAR technique above.

Crisis Jobs Online

I have typed my personal statement answers into the online form, but it won't let me save them. What should I do?

There is a word limit of 400 per answer so it could be that you have exceeded the limit and that is what is preventing you from saving your work.

I filled in the personal statement section and tried to save it/submit it. However, it wouldn't do this and my information was lost. Is there any way to retrieve it?

You are encouraged to record your answers in a Word document first before copying and pasting your answers into the online application form, using the keyboard shortcuts Ctrl + C to copy and Ctrl + V to paste. The application form has a strict time out limit and so if you take longer than that limit you will lose your work and we are unfortunately not able to retrieve it.

Where can I get help?

If your query has not been answered above, you can contact the Recruitment Team jobs@crisis.org.uk for support.